

**STANDARD AGREEMENT - AMENDMENT**

STD 213A (Rev. 4/2020)

 CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 27 PAGES

AGREEMENT NUMBER

M53917-7100

AMENDMENT NUMBER

1

Purchasing Authority Number

EDD-7100

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME

Employment Development Department

CONTRACTOR NAME

Eventus Solutions Group, LLC

2. The term of this Agreement is:

START DATE

May 1, 2020

THROUGH END DATE

December 31, 2020

3. The maximum amount of this Agreement after this Amendment is:

One Million One Hundred Eighty-Two Thousand Eight Hundred Fifty-Nine Dollars and Zero Cents (\$1,182,859.00)

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

That Agreement entered into May 1, 2020 by and between the Employment Development Department, hereinafter referred to as EDD, and Eventus Solutions Group, LLC, hereinafter referred to as Contractor, is hereby amended to:

Increase contract funding and add two new workstreams. Contract terms and conditions are also being updated in accordance with EDD policies.

Specific:

- Increase the total maximum contract amount by \$657,399.00.
- Delete Exhibit A, Statement of Work, in its entirety and replace with the attached revised Exhibit A.
- Delete Exhibit B, Security and Data Protection, and replace with Exhibit B, Budget Detail and Payment Provisions.
- Add Attachment B1, Work Authorization Process/Form, to the contract.
- Add Attachment B2, Work Authorization Acceptance Form, to the contract.
- Add Exhibit D, Protection of Confidentiality, to the contract.
- Add Attachment D1, Confidentiality Agreement, to the contract.
- Add Attachment D2, Indemnity Agreement, to the contract.
- Add Attachment D3, Statement of Responsibility, to the contract.
- Add Exhibit E, Safeguarding Contract Language Administrative Requirements, to the contract.
- Add Exhibit F, Safeguarding Contract Language for Technology Services, to the contract.
- Add Exhibit G, Special Terms and Conditions, to the contract.

All other terms and conditions shall remain the same.

IN WITNESS WHEREOF, THIS AGREEMENT HAS BEEN EXECUTED BY THE PARTIES HERETO.

**CONTRACTOR**

CONTRACTOR NAME (if other than an individual, state whether a corporation, partnership, etc.)

Eventus Solutions Group, LLC

CONTRACTOR BUSINESS ADDRESS

[REDACTED]

CITY

[REDACTED]

STATE

ZIP

PRINTED NAME OF PERSON SIGNING

[REDACTED]

TITLE

[REDACTED]

CONTRACTOR AUTHORIZED SIGNATURE

[REDACTED]

DATE SIGNED

06-22-2020

**STANDARD AGREEMENT - AMENDMENT**

STD 213A (Rev. 4/2020)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 27 PAGES

AGREEMENT NUMBER M53917-7100	AMENDMENT NUMBER 1	Purchasing Authority Number EDD-7100
---------------------------------	-----------------------	---

**STATE OF CALIFORNIA**

CONTRACTING AGENCY NAME

Employment Development Department

CONTRACTING AGENCY ADDRESS

[REDACTED]

CITY

[REDACTED]

STATE

ZIP

PRINTED NAME OF PERSON SIGNING

[REDACTED]

TITLE

[REDACTED]

CONTRACTING AGENCY AUTHORIZED SIGNATURE

[REDACTED]

DATE SIGNED

6/24/2020

CALIFORNIA DEPARTMENT OF GENERAL SERVICES

EXEMPTION (If Applicable)

Governor's State of Emergency Proclamation, effective March 4, 2020 (GC Sections 8625-8629)

**EXHIBIT A**  
**(Standard Agreement)**

**STATEMENT OF WORK**

- 1. BACKGROUND.** Because of the unprecedented impact of COVID-19 pandemic ("Pandemic") on the residents of the State of California (the "State"), the State has been inundated with inbound calls from State residents with questions and concerns about the Pandemic that are far above and beyond the State's standard capacity to handle State resident communications. As a result, the State is in the process of engaging multiple telecommunications experts to assist with the implementation of an extremely robust solution within an aggressive timeline to accommodate the volume of State resident communications ("EDD's Pandemic Response"). Contractor is an expert at providing strategic management and consulting to government and commercial clients that are engaged in new customer experience ("CX") initiatives or CX transformations and already has positioned itself with multiple clients to assist with managing through the Pandemic.
- 2. TERM/PERIOD OF PERFORMANCE.** The initial term of this Agreement is May 1, 2020 through August 7, 2020 ("Initial Term"). At the end of the Initial Term, the EDD shall have the option to continue services through December 31, 2020, at the same total monthly price as provided in Section 7, Pricing of this SOW. For clarity, during the Initial Term, the Strategic Consulting Team Expertise Resources will begin on May 1, 2020 and continue through July 29, 2020 and the Knowledge Management and Workflows/Operations Resources will begin on May 18, 2020 and continue through August 7, 2020.
- 3. PROBLEM ESCALATION.** The parties acknowledge and agree that certain technical and project related problems or issues may arise, and that such matters shall be brought to the EDD's attention. Problems or issues shall normally be reported in regular status reports. There may be instances, however, where the severity of the problems justifies escalated reporting. To this extent, the Contractor will determine the level of severity and notify the appropriate EDD personnel. The EDD personnel notified, and the time period taken to report the problem or issue, shall be at a level commensurate with the severity of the problem or issue. The EDD personnel include, but are not limited to, the following: [REDACTED] - EDD Chief Information Officer
- 4. AMENDMENT.** Consistent with the terms and conditions of the original agreement, and upon mutual consent, the EDD and the Contractor may execute amendments to this Agreement, including revisions to Exhibit A-Statement of Work (i.e. objective, project tasks and deliverables). There shall be options to amend for additional time and funds. No amendment or variation of the terms of this Agreement shall be valid unless made in writing, and agreed upon by both parties and approved, as required. No verbal understanding or agreement not incorporated into the Agreement is binding on any of the parties. All amendments for additional services will be based on the rates identified in Section 7. Pricing of this SOW.

**EXHIBIT A**  
**(Standard Agreement)**

- 5. CANCELLATION.** The EDD may exercise its option to terminate the Contract at any time with 30 calendar days' prior written notice following the completion of the Agreement's Initial Term defined in Section 2. Term/Period of Performance of this SOW. In the event of such termination, the EDD shall pay all amounts due the Contractor for all tasks/deliverables accepted prior to termination.

In the event that EDD wishes to exercise a change in the scope of services of this Contract after the Initial Term which may impact the level of resources, then the parties will mutually agree upon the size, scope of responsibilities and pricing for a reduced team of Resources in an amendment to this Contract.

- 6. DESCRIPTION OF SERVICES/CONTRACTOR RESOURCES.** The Contractor shall provide EDD with a team of strategic consultants ("Resources"), who have a depth and breadth of experience in CX initiatives and CX transformation so as to support the EDD in launching and managing EDD's Pandemic Response, with the intention to give the EDD ultimate flexibility to utilize Contractor's Resources to provide regular ongoing tasks that may change from day-to-day or to assign such Resources to focus on a particular longer- term project, in accordance with EDD's Work Authorization form ("WA"), which is attached hereto and incorporated by reference as Attachment B1. The WA may be used to assign the Resources identified in this SOW or may be used to increase the Resources assigned under this Agreement, in accordance with the timeframes and for the additional fees set forth in an executed WA. Subject to the direction of and instructions by the EDD's Chief Information Officer, [REDACTED]. Contractor's Resources will have expertise in all of the following areas to support EDD's Pandemic Response.

Strategic Consulting Team Expertise Resources:

- (4) FTE's focused on the following:
  - ACD /IVR/Scripting, including Omni-channel (email/chat)
  - Command Center Strategy and Build-out
  - Effective Contact Center Operations, including Work at Home Strategies
  - Contact Center Technologies (Architects/Engineers)
  - Quality, CRM, WFM

Knowledge Management and Flow Resources:

- (4) FTE's focused on Knowledge Management CoE & Content Development
  - Senior Consultant
  - Director of Knowledge Management
  - (2) Knowledge Management Consultants
- (2) FTE's focused on Workflows / Operations
  - Senior Operations Executive
  - Senior Technical Architect

**EXHIBIT A**  
**(Standard Agreement)**

In this regard, the Resources scope of expertise covers the following areas:

**Strategic Consulting Team Resource Expertise Deliverable**

- ACD/IVR/Scripting, including Omni-channel (email/chat)
- Command Center Strategy and Build-out
- Effective Contact Center Operations, including Work at Home Strategies
- Contact Center Technologies (Architects/Engineers)
- Quality, CRM, WFM

The Contractor shall:

- Provide daily updates to the State, including but not limited to EDD executives, and Agency Leadership on progress of the overall EDD operations and any barriers to drive optimization
- Provide consultation services to EDD in an advisory capacity on the overall progress of 1.0 & 1.5 Operations
- Provide high level operational oversight for EDD in partnership with Deloitte and Verizon for 1.0 & 1.5
- Focus work with the EDD Contact Center Leadership to Optimize and provide quality assurance to 1.0 Operations, including but not limited to Scripting (initial priority) and workload management
- Engage with Deloitte to provide quality assurance and optimization for the Command Center Project for 1.0 & 1.5 Operations
- Engage with Verizon to provide quality assurance and recommendations to improve Telephony and Reporting Capabilities
- Adapt to change the Resource skill mix on an ongoing basis in a rapidly changing environment
- Work closely in partnership with all other stakeholders and vendors that are participating in EDD's Pandemic Response
- Perform additional tasks identified by EDD via email
- Abide by EDD's Rules of Engagement

**Knowledge Management and Flow Deliverables**

- 1. Knowledge Management and Content Development**
- 2. Salesforce Technology Standup and Implementation of Flow**
- 3. KM Center of Excellence**

**Knowledge Management and Content Development:**

- Develop governance process and workflow to clarify short and long term process
- Curate existing training materials, bulletins and manuals to the extent practical within the term of this SOW
- Collaborate with EDD training staff to prioritize digitization of Knowledge Management content

**EXHIBIT A**  
**(Standard Agreement)**

- Collaborate with EDD training staff to approve Knowledge Management articles that are connected to Flows from authorizing phase into production
- Create Content style guide
- Define KM content transformation/migration plan – Phase II
- Ongoing project status with key stakeholders

**Salesforce Technology Standup and Implementation of Flow:**

- Collaborate with EDD training staff on business requirements for the Salesforce Knowledgebase (EDD resources required to do system changes)
- Identify top 11 workflows (guided assist) in conjunction with EDD
- Design workflows to be integrated into Salesforce.com to deliver on objectives
- Build workflow constructs in Visio for EDD approval to then be moved to Salesforce Flow production environment
- Integrate lifecycle management of Flow into COE strategy
- Ongoing project status with key stakeholders

**KM Center of Excellence:**

- Develop a KM COE Strategy that includes the following:
  - Business Strategy
  - Organizational Structure
  - Governance
  - Company Culture
  - Technology Infrastructure
  - Knowledge Content
  - Knowledge Accessibility
  - KPI's Measurements
- Deliverables:
  - KM Playbook (documents the areas above)
  - Content Style Guide
  - Executive Presentation
- Ongoing project status with key stakeholders

- 7. PRICING.** Contractor will provide EDD with four (4) full-time equivalent ("FTE") Resources for the Strategic Consulting Team Resource Expertise at a blended monthly rate for a total fixed fee as identified in Section 8. Payment Terms of this SOW, with the understanding that, Contractor, may during the term of the Agreement, use more than four (4) of its personnel to meet the FTE commitment.

Contractor will provide EDD with four (4) FTE Resources for the Knowledge Management Expertise and two (2) FTE resources for the Workflows/Operations Resources at a blended monthly rate for a total fixed fee as identified in Section 8. Payment Terms of this SOW, with the understanding that, Contractor, may during the term of the Agreement, use more than six (6) of its personnel to meet the FTE commitment

**EXHIBIT A**  
**(Standard Agreement)**

- 8. PAYMENT TERMS.** Invoices will be issued electronically by Contractor to EDD on the invoice dates set forth in the tables below during the initial term:

<b>Strategic Consulting Team Resource Expertise Deliverable</b>	
<b>Invoice Date</b>	<b>Invoice Amount</b>
May 23, 2020	\$175,153
June 20, 2020	\$175,153
July 25, 2020	\$175,154
<b>Total</b>	<b>\$525,460</b>

<b>Knowledge Management and Flow Deliverables</b>	
<b>Invoice Date</b>	<b>Invoice Amount</b>
June 12, 2020	\$219,133
July 10, 2020	\$219,133
August 7, 2020	\$219,133
<b>Total</b>	<b>\$657,399</b>

- 9. THIRD PARTY USAGE.** Contractor may utilize third-party contractor(s) for this engagement with the approval of the EDD ITB and the EDD Business Operations Planning and Support Division (BOPSD) Analyst, enter into sub-agreements with third parties for the performance of any part of the Contractor's duties and obligations. Any such State approval may be rescinded for reasonable cause. The Contractor is responsible and liable for the proper performance and quality of any work performed by any and all sub-agreements. The State reserves the right to reject or refuse admission to any sub-agreement personnel whose workmanship, in the reasonable judgment of the State, is deemed to be substandard. In no event shall the existence of a sub-agreement release or reduce the liability of the Contractor to the EDD for any breach in performance of the Contractor's duties.
- 10. WORK LOCATION.** Contractor will perform the majority of the work remotely and if desired, can be on-site as necessary and travel expense cost must be in accordance with state's travel cost allowance and will require an amendment of the agreement.
- 11. CONTRACTOR PARAMETERS.** The Contractor will provide the independent services described by this SOW, and associated Standard Agreement (STD. 213), subject to the following: a) The EDD will not reimburse for any expenses incurred by the Contractor in the execution of activities as described by the Contractor's Offer, and associated Standard Agreement, except as specifically preauthorized in writing by the EDD and b) All data, documents, software and other artifacts produced under the Contract will become the sole property of EDD.

**EXHIBIT A**  
**(Standard Agreement)**

- 12. SECURITY.** The Contractor shall supply the respective EDD Program Manager with the names of the Consultant(s) who are assigned to this project and will need access to EDD facilities. The Contractor shall notify the EDD Security Administrator of all changes, as soon as is practical. The EDD shall issue identification (ID) badges to each Consultant to allow them access to those areas of the building where they will be performing services. These ID badges are the property of EDD and the Consultants must surrender them when they leave the project(s) or at the end of the Contract term. The EDD shall issue computer user accounts to each Consultant as needed and for no longer than the duration of the contract. An Appointment/Separation Checklist (DE 7411) shall be completed for all such accounts and shall reflect the account ID and the anticipated expiration date. The EDD Single Point of Contact (SPOC) may request the EDD Security Administrator extend the user account ID expiration date by sending a request with a new anticipated account expiration date. EDD shall cancel user account access as soon as there is no longer a business need for such access, or when the Consultant is no longer working on the project.
- 13. INSURANCE REQUIREMENTS.** Contractor agrees the insurance herein provided for shall be in effect at all times during the term of this Contract. In the event said insurance coverage expires at any time during the term of this Contract, Contractor agrees to provide at least 30 days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as outlined below for not less than the remainder of the term of this Contract, or for a period of not less than one year. New certificates of insurance are subject to the approval of the Department of General Services (DGS), and Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event Contractor fails to keep in effect at all times insurance coverage as herein provided, the State may, in addition to any other remedies it may have, terminate this Contract upon the occurrence of such event. The Contractor shall provide written notice to EDD within five (5) business days of any cancellation, non-renewal, or material change that affects required insurance coverage.

The Contractor shall display evidence of the following coverage on an ACORD certificate:  
**Commercial General Liability Insurance** - Contractor shall furnish to EDD a certificate of insurance prior to commencement of work stating there is commercial general liability insurance in effect for the Contractor in an occurrence form with limits not less than \$1,000,000 per occurrence for bodily injury and property damage combined. The certificate of insurance must include the following provision stating: **The State of California, its officers, agents, employees, and servants are included as additional insured, but only with respect to work performed for EDD under this contract.** *The additional insured endorsement must accompany the certificate.*

- 14. WORKERS' COMPENSATION INSURANCE. Workers' Compensation and Employers Liability Insurance** - The Contractor shall furnish to EDD a certificate of insurance evidencing Workers' Compensation and Employers Liability Insurance presently in effect with limits not less than \$1,000,000 by an insurance carrier licensed to write Workers' Compensation insurance in California. Such certificate shall include the name of the carrier and the policy inception and expiration dates. If the Contractor is self-insured for Workers' Compensation, a certificate must be presented evidencing Contractor is a qualified self-insurer in the State of California.

**EXHIBIT A**  
**(Standard Agreement)**

**15. CONFIDENTIALITY AND NON-DEBARMENT.** In addition to the terms and conditions of the CMAS contract, pertaining to confidentiality and non-debarment, the Contractor shall sign all confidentiality, non-debarment, privacy, security, conflict of interest, and other necessary agreements as required by the EDD to successfully provide the services described in the Contract.

All financial, statistical, personal, technical, and other data and information provided to the Contractor by the EDD, pursuant to the terms of resulting Contract, are confidential information pursuant to Section 1094 of the California Unemployment Insurance Code. As such, the Contractor hereby agrees to maintain and protect the confidentiality of said information and shall disclose said information to its own employees or subcontractor(s) only on a "need-to-know" basis and only for the purposes of fulfilling the terms of this Contract. In no event shall said information be disclosed to any individual other than the Contractor's employees or subcontractor(s). The Contractor further agrees to retain the confidential information for three years after final payment under the contract. To preserve the integrity of the security and confidentiality measures integrated into EDD's automated information systems, each Consultant is required to provide a signed Employee Confidentiality Statement (Attachment D1) and Indemnity Agreement (Attachment D2) prior to starting work.

**16. REPRESENTATIVES.** The EDD shall designate a Single Point of Contact (SPOC) who shall give direction to the Contractor concerning the assigned tasks. The SPOC will work collaboratively with the ITB Management Team, Program Managers, Functional Managers, and technical staff to ensure that all deliverables are satisfactorily completed. The SPOC shall be the Program Manager who shall ensure that all contract activities are conducted in accordance with State law and regulations; oversee processes and procedures; monitor contractor compliance with the contract; and resolve issues. The representatives during the term of this Agreement will be:

<b>CONTRACT SPOC</b>			
State:	Employment Development Department	Contractor:	Eventus Solutions Group, LLC
Name:	[REDACTED]	Name:	[REDACTED]
Phone:	[REDACTED]	Phone:	[REDACTED]
Email:	[REDACTED]	Email:	[REDACTED]

Changes to representatives can be made by written notice without amending this contract.

**EXHIBIT B**  
**(Standard Agreement)**

**BUDGET DETAIL AND PAYMENT PROVISIONS**

1. INVOICING AND PAYMENT

Payment for services performed under this Contract shall be monthly in arrears for services satisfactorily rendered and upon receipt and approval of the invoice. The maximum amount of this Agreement shall not exceed One Million One Hundred Eighty-Two Thousand Eight Hundred Fifty-Nine Dollars and No Cents (\$1,182,859.00).

Payment shall be made based on the rates identified in SOW Section 7, Pricing, and on acceptance by the EDD.

Invoices shall be submitted, monthly, in arrears, however, invoices shall be due and payable, and payment shall be made, only after the EDD acceptance under this Contract.

The Contractor costs related to items such as travel and per diem are costs of the Contractor, shall be inclusive of the monthly rate, and **will not be paid separately** as part of this Contract.

Invoices shall not be submitted more frequently than monthly. Invoices shall include the Contract Number M53917-7100 and shall be submitted in triplicate in arrears to:

Employment Development Department



*or*

E-mail: [Redacted]

Each invoice must include a certification statement signed by a company official, attesting to the accuracy of the invoice data. The Contractor's rate may not exceed the rates specified in the SOW, Section 7, Pricing. Any excess shall be at no cost to EDD, unless negotiated and documented with EDD using the Work Authorization (WA) process.

2. PAYMENT WITHHOLD

If the EDD rejects all or part of the Contractor's work or work product, EDD shall withhold payment for the rejected work or work product and shall notify the Contractor in writing of the reason(s) why the work or work product was rejected. The Contractor shall take appropriate measures to correct the work and demonstrate to the EDD that the Contractor has successfully completed the work before payment can be made.

3. BUDGET CONTINGENCY

It is mutually understood between the parties that this Contract may have been written before ascertaining the availability of congressional and legislative appropriation of funds, for the mutual benefit of both parties, in order to avoid program and fiscal delays which would occur if the Contract were executed after that determination was made.

**EXHIBIT B**  
**(Standard Agreement)**

This Contract is valid and enforceable only if (1) sufficient funds are made available by the State Budget Act of the appropriate State Fiscal Year(s) covered by this Agreement for the purposes of this program; and (2) sufficient funds are made available to the State by the United States Government or by the State of California for the Fiscal Year(s) covered by this Contract for the purposes of this program. In addition, this Contract is subject to any additional restrictions, limitations or conditions established by the United States Government and/or the State of California, or any statute enacted by the Congress and Legislature, which may affect the provisions, terms or funding of the Contract in any manner.

The parties mutually agree that if the Congress and/or Legislature does not appropriate sufficient funds for the program, this Agreement shall be amended to reflect any reduction in funds.

**4. AVAILABILITY OF FUNDS**

If the term of this Contract covers more than the current fiscal year, continuation of the Contract is subject to the appropriation of funds by the Legislature. If funds to continue payment are not appropriated, the Contractor agrees to terminate any service supplied to the EDD under this Contract, and relieve the EDD of any further obligation. The EDD has the option to invalidate the Contract under the 30-day cancellation clause or to amend the Contract to reflect any reduction of funds.

**5. CALIFORNIA PROMPT PAYMENT CLAUSE**

Payment will be made in accordance with, and within the time specified in, Government Code Section 927, et seq.

**ATTACHMENT B1**  
**(Standard Agreement)**

**WORK AUTHORIZATION PROCESS/FORM**

The following rules shall apply for Work Authorizations (WAs):

1. GENERAL

All service tasks or deliverables not described in the Contract shall be defined and agreed to through the use of an approved WA. Tasks or deliverables not specified either in the Contract, or via an approved WA and WA Acceptance Form, Attachment B2, may not be invoiced under the Contract and are completed at the Contractor's own expense. WAs will be utilized to enable EDD to manage its day to day operations within the existing scope, resources and cost of the contract. WAs will not be used to add funding or resource classifications not identified in the original contract. Additional funding or resource classifications shall only be added through a written contract amendment approved by the State.

2. CONTENT

Each WA shall contain a statement of the purpose, objective, or goals to be performed by the Contractor, the job classification, or approximate skill level of the personnel made available by the Contractor, an identification of all deliverables to be developed by the Contractor and delivered to the State, an identification of all significant materials to be delivered by the State to the Contractor, a time schedule for the provisions of these services by the Contractor, Acceptance Criteria for the deliverable(s) produced, the name or identification of the Contractor personnel assigned, Contractor's work hours required to produce the deliverable(s), and the total fixed cost of the WA.

3. RATES/COST

The Contractor shall base prices for WAs on the Contractor's rates specified in SOW Section 7, Pricing. The Contractor shall not invoice the State in excess of the agreed upon cost total of the WA. The Contractor shall not charge the State for preparing a WA or WA Acceptance Form.

4. APPROVAL

All WAs must be in writing and signed by the EDD Program Manager prior to starting work. Upon acceptance by the EDD Program Manager, each such WA shall be incorporated into and become a part of the Contract and the terms and conditions of the Contract shall apply to all such WAs. In no event shall a WA be deemed to be a separate contract.

5. ACCEPTANCE

A signed Work Authorization Acceptance Form Attachment B2 is required for each WA and must be attached to the corresponding invoice for payment.

6. ADDITIONAL RULES FOR ALL WAs:

- o It is understood and agreed by both parties to this Contract that all of the terms and conditions of this Contract shall remain in force with the inclusion of any such WA. Such Work Authorizations

**ATTACHMENT B1**  
***(Standard Agreement)***

shall in no way constitute a Contract other than as provided pursuant to this Contract nor in any way amend or supersede any of the other provisions of this Contract.

- All WAs must be in writing prior to beginning work and signed and approved by the Contractor and the State.
- The State has the right to require the Contractor to stop or suspend work on any WA pursuant to the “Stop Work” provision of the General Provisions.
- Personnel resources will not be expended (at a cost to the State) on task accomplishment in excess of estimated work hours required unless the procedure below is followed:
  - If, in the performance of the work, the Contractor determines that a WA to be performed under this Contract cannot be accomplished within the estimated work hours, the Contractor will immediately notify the State in writing of the Contractor's estimate of the work hours which will be required to complete the WA in full. Upon receipt of such notification, the State may:
  - Authorize the Contractor to expend the estimated additional work hours or service in excess of the original estimate necessary to accomplish the WA (such an authorization not unreasonably to be withheld), or
  - terminate the WA, or
  - alter the scope of the WA in order to define tasks that can be accomplished within the remaining estimated work hours.

**ATTACHMENT B1  
 (Standard Agreement)**

**WORK AUTHORIZATION FORM**

The following deliverables will be produced in accordance with this Work Authorization and the provisions of Contact Number M53917-7100.

<b>PART 1: GENERAL INFORMATION</b>	
Work Authorization Number	
Purpose/Objective/Goal	
Schedule of Deliverable Completion	
Contractor Personnel to be Assigned (Classification)	
State responsibilities	
Acceptance Criteria	

<b>PART 2: WORK AUTHORIZATION FIXED COST</b>				
Task #	Deliverable Description	Total Hours	Hourly Rate	Total Cost
01			\$	\$
02			\$	\$
03			\$	\$
04			\$	\$
05			\$	\$
06			\$	\$
07			\$	\$
08			\$	\$
09			\$	\$
10			\$	\$
			Total	\$

<b>PART 3: APPROVAL SIGNATURES</b>	
SIGNATURE	DATE OF APPROVAL
Contractor Printed Name:	
Contractor Title:	
SIGNATURE	DATE OF APPROVAL
EDD Printed Name:	
EDD Title:	

**ATTACHMENT B2**  
*(Standard Agreement)*

**WORK AUTHORIZATION ACCEPTANCE FORM**

<b>PART 1: GENERAL INFORMATION</b>			
EDD Contract Number			
Project Name			
Project Sponsor			
Project Criticality Rating			
Program Branch			
Controlling Division			
Author			
Type of Acceptance	<input type="checkbox"/> Phase or major task acceptance	<input type="checkbox"/> Final product acceptance	

<b>PART 2: LIST OF COMPLETED TASKS</b>				
Task #	Task Description	Planned Completion Date	Actual Completion Date	Variance (# of Days)
01				
02				
03				
04				
05				
06				

<b>PART 3: REASON(S) FOR VARIANCE(S)</b>	
Task #	Describe the reason(s) for variance(s) from the schedule baseline (if applicable)

<b>PART 4: APPROVAL SIGNATURE(S)</b>			
The tasks listed in Part 2 are:			
<input type="checkbox"/>	Approved as is		
<input type="checkbox"/>	Approved with changes	Describe changes:	
<input type="checkbox"/>	Denied – Does not meet expectations	Explain denial:	
<b>SIGNATURE</b>			<b>DATE OF APPROVAL</b>
Contractor Printed Name:			
Contractor Title:			
<b>SIGNATURE</b>			<b>DATE OF APPROVAL</b>
EDD Printed Name:			
EDD Title:			

**EXHIBIT D**  
**(Standard Agreement)**

**PROTECTION OF CONFIDENTIALITY**

Federal and state confidentiality laws, regulations, and administrative policies classify all the Employment Development Department (EDD) information provided under this Agreement as confidential. The federal and state laws prohibit disclosure of the EDD's confidential information to the public and mandate its protection against loss and against unauthorized access, use, disclosure, modification, or destruction.

The Contractor, must therefore, agree to the following security and confidentiality requirements:

**I. ADMINISTRATIVE SAFEGUARDS**

- a. Adopt policies and procedures to ensure use of the EDD's confidential information solely for purposes specifically authorized under this Agreement that meet the requirements of Title 20, Code of Federal Regulations §603.10.
- b. Warrant by execution of this Agreement, that no person or selling agency has been employed or retained to solicit or secure this Agreement upon agreement or understanding for a commission, percentage, brokerage, or contingent fee. In the event of a breach or violation of this warranty, the EDD shall have the right to annul this Agreement without liability, in addition to other remedies provided by law.
- c. Warrant and certify that in the performance of this Agreement the Contractor, will comply with all applicable statutes, rules and/or regulations, and Agreement information security requirements, including but not limited to the following:
  - **California Unemployment Insurance Code §1094** (Disclosure Prohibitions)
  - **Title 20, Code of Federal Regulations §603.9 and §603.10** (Federal Unemployment Compensation Safeguards and Security Requirements)
  - **California Civil Code §1798, et seq.** (Information Practices Act)
  - **California Penal Code §502** (Computer Fraud Act )
  - **Title 5, U.S. Code §552a** (Federal Privacy Act Disclosure Restrictions)
  - **Title 42, U.S. Code §503** (Social Security Act)
  - **Title 18, U.S. Code §1905** (Disclosure of Confidential Information)
- d. Except for state agencies, agree to indemnify the EDD against any loss, cost, damage or liability resulting from violations of these applicable statutes, rules and/or regulations, and Agreement information security requirements.
- e. Protect the EDD's information against unauthorized access, at all times, in all forms of media. Access and use the information obtained under this Agreement only to the extent necessary to assist in the valid administrative needs of the program receiving such information, and only for the purposes defined in this Agreement.
- f. Keep all the EDD's confidential information completely confidential. Make this information available to authorized personnel on a "need-to-know" basis and only for the purposes authorized under this Agreement. "Need-to-know" refers to those authorized personnel who need information to perform their official duties in connection with the use of the information authorized by this Agreement.
- g. Notify the EDD Help Desk [REDACTED], immediately upon discovery, that there may have been a breach in security which has or may have resulted in compromise to the confidential information. For purposes of this section, immediately is defined within 24 hours of discovery of the breach. The notification shall be by phone and email. **It is not sufficient to simply leave a message.** The notification must include a detailed description of the incident (such as time, date, location, and

**EXHIBIT D**  
**(Standard Agreement)**

circumstances) and identify responsible personnel (name, title and contact information). The verbal notification shall be followed with an email notification to [REDACTED].

**II. MANAGEMENT SAFEGUARDS**

- a. Acknowledge that the confidential information obtained by the Contractor under this Agreement remains the property of the EDD.
- b. Instruct all personnel assigned to work with the information provided under this Agreement regarding the following:
  - Confidential nature of the EDD information.
  - Requirements of this Agreement.
  - Sanctions specified in federal and state unemployment compensation laws and any other relevant statutes against unauthorized disclosure of confidential information provided by the EDD.
- c. Require that all personnel assigned to work with the information provided by the EDD complete the EDD Confidentiality Agreement (Attachment D1):
- d. Return the following completed documents to the EDD Contract Services Group:
  - The EDD Indemnity Agreement (Attachment D2): Required to be completed by the Contractor's Chief Financial Officer or authorized Management Representative, unless the Contractor is a State Agency.
  - The EDD Statement of Responsibility Information Security Certification (Attachment D3): Required to be completed by the Information Security Officer or authorized Management Representative.
- e. Permit the EDD to make on-site inspections to ensure that the terms of this Agreement are being met. Make available to the EDD staff, on request and during on-site reviews, copies of the EDD Confidentiality Agreement (Attachment D1) completed by personnel assigned to work with the EDD's confidential information, and hereby made a part of this Agreement.
- f. Maintain a system of records sufficient to allow an audit of compliance with the requirements under subsection (d) of this part. Permit the EDD to make on-site inspections to ensure that the requirements of federal and state privacy, confidentiality and unemployment compensation statutes and regulations are being met including but not limited to [Social Security Act §1137\(a\)\(5\)\(B\)](#).

**III. USAGE, DUPLICATION, AND REDISCLOSURE SAFEGUARDS**

- a. Use the EDD's confidential information only for purposes specifically authorized under this Agreement. The information is not admissible as evidence in any action or special proceeding except as provided under §1094(b) of the California Unemployment Insurance Code (CUIC). Section 1095(u) of the CUIC does not authorize the use of the EDD's confidential information by any private collection agency.
- b. Extraction or use of the EDD information for any purpose outside the purposes stated in this Agreement is strictly prohibited. The information obtained under this Agreement shall not be reproduced, published, sold, or released in original or any other form not specifically authorized under this Agreement.
- c. Disclosure of any of the EDD information to any person or entity not specifically authorized in this Agreement is strictly prohibited. Personnel assigned to work with the EDD's confidential information shall not reveal or divulge to any person or entity any of the confidential information provided under this Agreement except as authorized or required by law.

**EXHIBIT D**  
**(Standard Agreement)**

**IV. PHYSICAL SAFEGUARDS**

- a. Take precautions to ensure that only authorized personnel are given access to physical, electronic and on-line files. Store electronic and hard copy information in a place physically secure from access by unauthorized persons. Process and store information in electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot retrieve the information by means of computer, remote terminal, or other means.
- b. Secure and maintain any computer systems (network, hardware, and software applications) that will be used in the performance of this Agreement. This includes ensuring that all security patches, upgrades, and anti-virus updates are applied as appropriate to secure data that may be used, transmitted, or stored on such systems in the performance of this Agreement.
- c. Store all the EDD's confidential documents in a physically secure manner at all times to prevent unauthorized access.
- d. Store the EDD's confidential electronic records in a secure central computer facility. Where in-use on a shared computer system or any shared data storage system, ensure appropriate information security protections are in place. The Contractor shall ensure that appropriate security access controls, storage protections and use restrictions are in place to keep the confidential information in the strictest confidence and shall make the information available to its own personnel on a "need-to-know" basis only.
- e. Store the EDD's confidential data in encrypted format when recorded on removable electronic storage media, or on mobile computing devices, such as a laptop computer.
- f. Maintain an audit trail and record data access of authorized users and authorization level of access granted to the EDD's data, based on job function.
- g. Direct all personnel permitted to use the EDD's data to avoid leaving the data displayed on their computer screens where unauthorized users may view it. Personnel should retrieve computer printouts as soon as they are generated so that the EDD's data is not left unattended in printers where unauthorized personnel may access them.
- h. Dispose of confidential information obtained from the EDD, and any copies thereof made by the Contractor, after the purpose for which the confidential information is disclosed is served. Disposal means return of the confidential information to the EDD or destruction of the information utilizing an approved method of confidential destruction, which includes electronic deletion (following Department of Defense specifications) shredding, burning, or certified or witnessed destruction.

## EMPLOYMENT DEVELOPMENT DEPARTMENT CONFIDENTIALITY AGREEMENT

Information resources maintained by the State of California Employment Development Department (EDD) and provided to your agency may be confidential or sensitive. Confidential and sensitive information are not open to the public and require special precautions to protect it from wrongful access, use, disclosure, modification, and destruction. The EDD strictly enforces information security. If you violate these provisions, you may be subject to administrative, civil, and/or criminal action.

\_\_\_\_\_, an employee of \_\_\_\_\_  
PRINT YOUR NAME PRINT YOUR EMPLOYER'S NAME

hereby acknowledge that the confidential and/or sensitive records of the Employment Development Department are subject to strict confidentiality requirements imposed by state and federal law include the Unemployment Insurance Code (UIC) §§1094 and 2111, the California Civil Code (CC) §1798 et seq., the California Penal Code (PC) §502, Title 5, USC §552a, Code of Federal Regulations, Title 20 part 603, and Title 18 USC §1905.

\_\_\_\_\_ acknowledge that my supervisor and/or the Contract's Confidentiality and Data Security Monitor reviewed with me the confidentiality and security requirements, policies, and administrative processes of my organization and of the EDD.

\_\_\_\_\_ acknowledge responsibility for knowing the classification of the EDD information I work with and agree to refer questions about the classification of the EDD information (public, sensitive, confidential) to the person the Contract assigns responsibility for the security and confidentiality of the EDD's data.

\_\_\_\_\_ acknowledge responsibility for knowing the privacy, confidentiality, and data security laws that apply to the EDD information I have been granted access to by my employer, including UIC §§1094 and 2111, California Government Code § 15619, CC § 1798.53, and PC § 502.

\_\_\_\_\_ acknowledge that wrongful access, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in disciplinary and/or civil action taken against me—including but not limited to: reprimand, suspension without pay, salary reduction, demotion, or dismissal—and/or fines and penalties resulting from criminal prosecution or civil lawsuits, and/or termination of contract.

\_\_\_\_\_ acknowledge that wrongful access, inspection, use, or disclosure of confidential information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws.

\_\_\_\_\_ acknowledge that wrongful access, use, modification, or disclosure of confidential information is grounds for immediate termination of my organization's Contract with the EDD.

\_\_\_\_\_ agree to protect the following types of the EDD confidential and sensitive information:

- Wage Information
- Employer Information
- Claimant Information
- Tax Payer Information
- Applicant Information
- Proprietary Information
- Operational Information (manuals, guidelines, procedures)

\_\_\_\_\_ hereby agree to protect the EDD's information on either paper or electronic form by:

- Accessing or using the EDD supplied information only as specified in the Contract for the performance of the specific work I am assigned.
- Never accessing information for curiosity or personal reasons.
- Never showing or discussing sensitive or confidential information to or with anyone who does not have the need to know.
- Placing sensitive or confidential information only in approved locations.
- Never removing sensitive or confidential information from the work site without authorization.
- Following encryption requirements for all personal, sensitive, or confidential information in any portable device or media.

**"I certify that I have read and initialed the confidentiality statements printed above and will abide by them."**

\_\_\_\_\_  
Print Full Name (last, first, MI)  
Eventus Solutions Group  
Print Name of Requesting Agency

\_\_\_\_\_  
Signature  
05/01/2020  
Date Signed

**Check the appropriate box:**

- Employee  Student  
 Subcontractor  Volunteer  
 Other

Explain \_\_\_\_\_

## EMPLOYMENT DEVELOPMENT DEPARTMENT INDEMNITY AGREEMENT

In consideration of access to the EDD information which is personal, sensitive, or confidential,  
Eventus Solutions Group, LLC

\_\_\_\_\_  
(Enter Requesting Agency/Entity Name)

agrees to indemnify the EDD against any and all liability costs, damages, attorney fees, and other expenses the EDD may incur by reason of or as a result of any unauthorized use of the personal, sensitive, or confidential information or any violation of the "Confidentiality Agreement" by any and all employees of:

Eventus Solutions Group, LLC

\_\_\_\_\_  
(Enter Requesting Agency/Entity Name)

This obligation shall be continuous and may not be changed or modified unless agreed to in writing.

In addition, I understand that the following penalties may be incurred for any such misuse of the EDD Information:

1. Any individual who has access to returns, reports, or documents maintained by the EDD who fails to protect the confidential information from being published or open to the public may be punished by imprisonment in the county jail for up to one year or a fine of \$20,000.00 or both. (California Unemployment Insurance Code §§ 2111 and 2122).
2. Any person who intentionally discloses information, not otherwise public, which they knew or should have known was obtained from personal information maintained by a state agency, shall be subject to civil action for invasion of privacy by the individual to whom the information pertains. (California Civil Code §1798.53).
3. Any unauthorized access to the EDD computer data, computer systems, or unauthorized use of the EDD data is punishable by a fine or imprisonment in the county jail or both. (California Penal Code §502).

**I certify that I have read, understand, and agree with the above terms.**

### SIGNED BY REQUESTING ENTITY REPRESENTATIVE

\_\_\_\_\_  
Print Full Name

As \_\_\_\_\_  
Print Title

Of Eventus Solutions Group, LLC  
Print Name of Requesting Entity

\_\_\_\_\_

\_\_\_\_\_  
Signature

06-22-2020

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Enter Name Governmental Sponsor/Entity

**EMPLOYMENT DEVELOPMENT DEPARTMENT  
STATEMENT OF RESPONSIBILITY**

**INFORMATION SECURITY CERTIFICATION**

We, the Information Security Officer and Eventus Solutions Group hereby certify that Eventus Solutions Group has in place the safeguards and security requirements stated in this Agreement. We therefore accept responsibility for ensuring compliance with these requirements, as set forth in Exhibit "D" of the EDD Contract No. M53917.

[Redacted Signature]

*Norman Blome*

INFORMATION SECURITY OFFICER SIGNATURE

PROGRAM DIRECTOR OR CHIEF INFORMATION OFFICER SIGNATURE

[Redacted Signature]

[Redacted Signature]

PRINT NAME OF INFORMATION SECURITY OFFICER

PRINT NAME

[Redacted Name]

[Redacted Name]

PRINT TITLE

PRINT TITLE

[Redacted Title]

[Redacted Title]

TELEPHONE NUMBER

TELEPHONE NUMBER

[Redacted Phone]

[Redacted Phone]

E-MAIL ADDRESS

E-MAIL ADDRESS

May 6, 2020

0005/06/2020

DATE SIGNED

DATE SIGNED

**NOTE:** Return this Information Security Certification to the EDD Contract Manager with the signed copies of the Contract.

**FOR THE EDD USE ONLY**

1. Information Security Certification received by:

EDD CONTRACT MANAGER NAME

DATE RECEIVED

2. The EDD information asset access approved by:

CONTRACT MANAGER OR DISCLOSURE COORDINATOR

DATE APPROVED (AFF, EMAIL, ETC.)

**NOTE:** The EDD must have a signed "Information Security Certification" in its possession prior to disclosure of any personal, confidential, or sensitive information to the

**EXHIBIT E**  
**(Standard Agreement)**

**SAFEGUARDING CONTRACT LANGUAGE**  
**ADMINISTRATIVE REQUIREMENTS**

The following administrative requirements must be completed before services are performed in accordance with the Contract. The Contractor is responsible for any costs or expenses related to time for completing these items. The Employment Development Department (EDD) may terminate the Contract and be relieved of any payments should the Contractor fail to perform the requirements of the Background Investigation at the time and in the manner described below:

a. Background Investigation

Pursuant to Government Code section 1044, the EDD shall conduct a background investigation of the Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors who will have access to Federal Tax Information (FTI) as part of their duties under this Agreement; and reserves the right to disapprove any individual from performing services under the scope of this Agreement. The Background Investigation will include fingerprinting and an inquiry to the California Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI) to disclose Criminal Offender Record Information (CORI). Investigations are conducted to ascertain whether a Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors have any state or federal convictions, or are currently released from custody on bail or on their own recognizance pending trial.

Each Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors who are to perform services under this Agreement must voluntarily consent to a Background Investigation. Fingerprint rolling fees and Background Investigation costs will be borne by the EDD if the preferred fingerprint rolling vendor is utilized. If the Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors choose to go to a non-preferred Live Scan fingerprint vendor, the costs will be borne by the Contractor, payable at the time of fingerprinting and will not be reimbursed by the EDD. Previous clearances and/or investigations conducted by other agencies will not be accepted as an alternative to the EDD's Background Investigation.

Once this Contract is awarded, it is the responsibility of the Contractor to provide a list of names of individuals who will be working on site at an EDD location or working remotely with access to EDD information (data) and/or information assets (servers, workstations, routers, switches, printers, etc.) to the Contract Monitor. The Contractor will be provided BCIA 8016 forms for its employees, contractors, agents, volunteers, vendors, or subcontractors to utilize for their fingerprint rolling at an EDD preferred fingerprint rolling vendor. The EDD will receive the CORI reports from DOJ and evaluate the information provided against the EDD's established criteria. The Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors must successfully pass a background investigation pursuant to the EDD's criteria prior to the EDD issuing a badge or access to the EDD's data.

**EXHIBIT E**  
**(Standard Agreement)**

Within 5 business days, the Contractor shall notify the EDD Contract Monitor when its employee, contractor, agent, volunteer, vendor, or subcontractor, working under this Agreement is terminated, not hired, or reassigned to other work. Within 5 business days, the Contractor shall notify the EDD Contract Monitor when its new employee, contractor, agent, volunteer, vendor, or subcontractor is assigned to work under this Agreement in order for the EDD to commence conducting a background investigation of its new employee, contractor, agent, volunteer, vendor, or subcontractor.

b. Annual Information Security Awareness and Privacy Training

California state policy requires that the EDD must provide for the proper use and protection of its information assets and arrange for basic security and privacy awareness training (SAM sections 5305.1, 5320.1, 5320.2, 5320.3, SIMM 5330-B) for new users and annually thereafter. Therefore, the Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors who access state resources must complete the designated EDD online annual Information Security Awareness and Privacy Training prior to accessing EDD information assets and/or beginning work on a contract. The EDD University will set up a training account. While the training course is provided by the EDD, any expenses, including Contractor time, related to new and/or annual Information Security Awareness and Privacy Training will be the responsibility of the Contractor.

**EXHIBIT F**  
**(Standard Agreement)**

**SAFEGUARDING CONTRACT LANGUAGE FOR TECHNOLOGY SERVICES**

**I. PERFORMANCE**

In performance of this Contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the Contractor or the Contractor's employees.
- (2) The Contractor and the Contractor's employees, Contractors, agents, volunteers, vendors, or subcontractors must meet the background check requirements provided in Exhibit F of this Contract.
- (3) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this Contract. Disclosure to anyone other than an officer or employee of the Contractor will be prohibited.
- (4) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- (5) The Contractor certifies that the data processed during the performance of this Contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the Contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the Contractor certifies that any Internal Revenue Service (IRS) data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the Contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- (7) All computer systems receiving, processing, storing or transmitting federal tax information (FTI) must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.

**EXHIBIT F**  
**(Standard Agreement)**

- (8) No work involving FTI furnished under this Contract will be subcontracted without prior written approval of the IRS.
- (9) The Contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office. (See Section 10.0, Reporting Improper Inspections or Disclosures of the [IRS Publication 1075](#).) The agency will have the right to void the Contract if the Contractor fails to provide the safeguards described above.

**II. CRIMINAL/CIVIL SANCTIONS**

- (1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth in 26 C.F.R. § 301.6103(n)-1.
- (2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this Contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the Contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC 7213A and 7431 and set forth in 26 C.F.R. § 301.6103(n)-1.

**EXHIBIT F**  
**(Standard Agreement)**

- (3) Additionally, it is incumbent upon the Contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. § 552(a). Specifically, 5 U.S.C. § 552(a)(i)(1), which is made applicable to Contractors by 5 U.S.C. § 552(a)(m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.
- (4) Granting a Contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, Contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A. (See [Exhibit 4, Sanctions for Unauthorized Disclosure](#), and [Exhibit 5, Civil Damages for Unauthorized Disclosure of the IRS Publication 1075](#)). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See [Section 10.0, Reporting Improper Inspections or Disclosures of the IRS Publication 1075](#).) For both the initial certification and the annual certification, the Contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

**III. INSPECTION**

The IRS and the agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the Contractor to inspect facilities and operations performing any work with FTI under this Contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the Contractor is found to be noncompliant with Contract safeguards.

\* Language used throughout Exhibit F is derived from [IRS Publication 1075](#)

**EXHIBIT G**  
**(Standard Agreement)**

**SPECIAL TERMS AND CONDITIONS**

1. **CONTRACT APPROVAL**

The Contract is not effective until it has been approved by the State. The Contractor may not commence performance under this Contract until it has been approved by the State.

Should the Contractor begin work prior to receiving a copy of the approved Contract, any work performed prior to execution of the contract shall be considered as having been done at the Contractor's own risk and as a volunteer.

2. **LOBBYING RESTRICTIONS**

The Contractor must certify lobbying activities and disclose lobbying activities by completing the Certification Regarding Lobbying and Disclosure of Lobbying Activities and submit it with the Offer. The forms shall be completed by the reporting entity, whether sub-awardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. Section 1352.

3. **CERTIFICATION REGARDING DEBARMENT**

Debarment, suspension, ineligibility and voluntary exclusion of lower tier covered transaction certification is required for this procurement by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (Pages 19160-19211).

4. **WORKFORCE INNOVATION AND OPPORTUNITY ACT**

Contractor agrees to conform to the nondiscrimination provisions of the Workforce Innovation and Opportunity Act (WIOA) and other federal nondiscrimination requirements as referenced in 29 CFR, Part 37 and 38.

5. **PUBLIC CONTRACT CODE**

The Contractor is advised that he/she has certain duties, obligations, and rights under the Public Contract Code §§ 10335 – 10381 and 10410 - 10412, with which the Contractor should be familiar. These Public Contract Code sections can be viewed at:

[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PCC&sectionNum=10335](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PCC&sectionNum=10335)  
[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PCC&sectionNum=10381](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PCC&sectionNum=10381)  
[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=PCC&sectionNum=10410](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PCC&sectionNum=10410)

6. **NOTICES**

All notices relating to this Contract shall be in writing and shall be sent to the respective Contract Managers set forth in this Contract. All such notices shall be deemed delivered if deposited, postage prepaid, in the United States mail and sent to the parties' last known address.

**EXHIBIT G**  
**(Standard Agreement)**

**7. AVOIDANCE OF CONFLICTS OF INTEREST BY CONTRACTOR**

- A. Consultants are advised that that Political Reform Act prohibits public officials, which include consultants, from making, participating in making, or in any way attempting to use his official position to influence a governmental decision in which he knows or has reason to know he has a financial interest. (Government Code § 87100; see Government Code § 81000 and Government Code § 1090 et seq.). For purposes of this contract, consultants are defined as any individual performing work under this contract.
- B. The Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, agents, employees, consultants or members of its governing body.
- C. The Contractor shall prevent its officers, agents, employees, consultants or members of its governing body from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others such as those with whom they have family, business, or other ties.
- D. During the performance of this contract, should the Contractor become aware of a financial conflict of interest that may foreseeably allow an individual or organization involved in this Contract to materially benefit from the State's adoption of an action(s) recommended as a result of this contract, the Contractor must inform the State in writing within 10 working days.
- E. Failure to disclose a relevant financial interest on the part of the consultant will be deemed grounds for termination of the Contract with all associated costs to be borne by the Contractor and, in addition, the Contractor may be excluded from participating in the State's bid processes for a period of up to 360 calendar days in accordance with the Public Contract Code section 12102(j).
- F. The EDD may request additional information regarding a consultant's economic interests. If the additional information is not provided to the satisfaction of the EDD, then the Contractor must provide a substitute consultant with similar credentials to resolve the potential conflict as provided in paragraph D.
- G. Consultants are advised that the Fair Political Practices Commission has jurisdiction to enforce the Political Reform Act and may seek civil and criminal prosecution for violations of the act, including failure to disclose financial interests. Other penalties for violating the Political Reform Act could include fines, conviction of a misdemeanor, disqualification from serving in public office or as a lobbyist, and being responsible for the costs of the litigation, including attorney's fees.
- H. All consultants providing work under this Contract shall include a completed Statement of Economic Interests, Form 700 <http://www.fppc.ca.gov/content/dam/fppc/NS-Documents/TAD/Form%20700/2019-2020/Form%20700%202019.2020%20IA.pdf> at the time of award. In addition, consultants shall file a Form 700 annually by April 1, thereafter during the life of the contract. Each new and/or substitute consultant shall file a Form 700 prior to performing any work on the contract.
- I. Consultants are advised that they may amend their Form 700 at any time and that amending an incorrect or incomplete report may be considered evidence of good faith by the Fair Political Practices Commission.

**EXHIBIT G**  
**(Standard Agreement)**

8. DISPUTES

Any dispute concerning a question of fact arising under the term of this Contract which is not disposed of within a reasonable period of time (ten days) by the Contractor and State employees normally responsible for the administration of this contract shall be brought to the attention of the Chief Executive Officer (or designated representative) of each organization for joint resolution.

9. SUBCONTRACTOR LANGUAGE

Nothing contained in this Contract shall create any contractual relationship between the State and any subcontractor, and no subcontract shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor is fully responsible to the State for the act and omissions of its subcontractor and of persons either directly or indirectly employed by any of them.

The Contractor's obligation to pay its subcontractors is independent from the State's obligation to make payment to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

10. BACKGROUND INVESTIGATION

The EDD shall conduct a background investigation of the Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors, unless the EDD determines such individuals are not subject to a background investigation. Individuals must voluntarily consent to a background check and the EDD reserves the right to disapprove any individual from performing services under the scope of the Contract.

Investigations will be conducted to ascertain whether a Contractor, its employees, contractors, agents, volunteers, vendors, or subcontractors have any state or federal convictions, or are currently released from custody on bail or on their own recognizance pending trial. The background investigation will include fingerprinting and an inquiry to the California Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI) to disclose Criminal Offender Record Information (CORI). The EDD will absorb the cost of the fingerprinting services.

11. EVALUATION OF CONTRACT/CONTRACTOR

For IT Services over \$500,000, within sixty (60) days after the completion of the Contract, the Program Manager shall complete a written evaluation of Contractor's performance under the Contract. A copy of the STD 971 must be emailed to the State Department of Technology at [form971@state.ca.gov](mailto:form971@state.ca.gov) and shall remain in the contract file for 36 months. If the Contractor did not satisfactorily perform the work, a copy of the evaluation form will be sent to the Contractor within fifteen (15) working days of the completion of the evaluation. (PCC 12102.3). You may view the form here: <https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std971.pdf>

12. CONTRACTOR STAFF CHANGES

The Contractor reserves the sole right to determine the assignment of its employees. The Contractor agrees to notify EDD in writing of all changes in personnel assigned to this Contract as soon as is practicable.

**EXHIBIT G**  
***(Standard Agreement)***

The Contractor agrees that if EDD determines that Contractor personnel are failing to adequately perform services, the Contractor shall provide substitute personnel that meet or exceed all minimum qualifications as stated in this Contract.

The Contractor agrees that if Contractor personnel assigned to the project are unable to perform their duties due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall provide substitute personnel that meet or exceed all minimum qualifications as stated in this Contract.

13. OWNERSHIP RIGHTS

All data, documents, software and other artifacts produced under the contract become the sole property of EDD with an exception for preexisting materials to remain owned by the Contractor.